

VETERINARY ASSISTANT

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2- Accomplished task with help
3- Accomplished task to criteria
4- Able to teach task

[illegible]

1. Introduction to Veterinary Assistant

- 1.1 Identify the roles and responsibilities of team members
- 1.2 Identify the educational requirements and certification(s) of veterinary team members
- 1.3 Identify opportunities for employment in the veterinary fields
- 1.4 Identify and list the functions of the professional organization(s) for the occupational area
- 1.5 Identify location of various types of veterinary fields
- 1.6 Follow a chain of command
- 1.7 Practice professional work habits
- 1.8 Comply with state regulations for occupational area
- 1.9 Locate OSHA poster(s) and MSDS(s) in clinical site
- 1.10 Identify OSHA regulations that pertain to clinical site
- 1.11 Identify biohazard labels
- 1.12 Identify different departments in a typical veterinary clinic
- 1.13 Apply ethical standards to the occupational area
- 1.14 Apply legal standards to the occupational area
- 1.15 Demonstrate confidentiality in the occupational area
- 1.16 Demonstrate various public relations and marketing techniques
- 1.17 Identify, define and use terminology specific to the occupation
- 1.18 Demonstrate effective stress management

2. Communication Skills

- 2.1 Communicate effectively with animal owners (clients) and co-workers
- 2.2 Greet clients appropriately
- 2.3 Use correct terminology and grammar when communicating with clients and co-workers
- 2.4 Treat clients and co-workers with respect and courtesy
- 2.5 Answer telephone properly
- 2.6 Transfer calls
- 2.7 Place caller on hold
- 2.8 Take accurate telephone messages

3. Basic Office Procedures

- 3.1 File alphabetically and numerically
- 3.2 Complete identification band and cage card
- 3.3 Maintain animal identification
- 3.4 Use observation skills to assist with daily progress notes
- 3.5 Assist with admitting animals into the clinic
- 3.6 Assist with discharging animals from the clinic
- 3.7 Clean, dust, restock, and straighten supplies
- 3.8 Report low inventory

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4. Animal Identification

- 4.1 Identify common breeds of animals treated
- 4.2 Utilize species terminology appropriately

5. Clinic Safety

- 5.1 Identify types of hazardous materials
- 5.2 Prepare hazardous materials for disposal
- 5.3 Maintain a safe environment for animals and workers
- 5.4 Prevent disease transmission
- 5.5 Follow clinic procedures for cleaning
- 5.6 Handle antiseptics and disinfectants safely
- 5.7 Clean and routinely check for cleanliness of exam room
- 5.8 Clean and routinely check for cleanliness of surgical and treatment areas
- 5.9 Clean, disinfect, and routinely check for cleanliness of floors and corridors
- 5.10 Clean and routinely check for cleanliness of outdoor exercise areas and the parking lot
- 5.11 Remove hair/debris from drain grate in bathtubs and routinely check bathtubs for cleanliness
- 5.12 Identify common zoonotic diseases
- 5.13 Identify modes of transmission of zoonotic disease
- 5.14 Identify steps in preventing zoonotic diseases
- 5.15 Identify diseases that require isolation or quarantine
- 5.16 Implement isolation procedures
- 5.17 Identify principles that influence animal behavior
- 5.18 Recognize common warning signs of aggression
- 5.19 Identify procedures for safely approaching animals

6. Animal Care

- 6.1 Assist in restraining animals as directed
- 6.2 Securely support the animal's body weight when lifting
- 6.3 Identify potential routes of escape and take precautions
- 6.4 Examine restraint devices for security
- 6.5 Follow clinic procedures for walking and exercising animals
- 6.6 Properly lift animals
- 6.7 Walk and exercise animals
- 6.8 Recognize and report changes in conditions
- 6.9 Recognize worms (internal parasites) in stool
- 6.10 Recognize the presence of external parasites
- 6.11 Report observed parasites
- 6.12 Clean and disinfect dog and cat compartments
- 6.13 Clean and disinfect bird cages
- 6.14 Clean and disinfect rodent and rabbit cages
- 6.15 Clean and disinfect equine and brood animal stalls
- 6.16 Clean and disinfect feed and water containers

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6. Animal Care cont.

- 6.17 Measure and deliver food as directed
- 6.18 Monitor and replenish water supply
- 6.19 Record appetites
- 6.20 Recognize and follow NPO orders
- 6.21 Weigh animals on a platform scale
- 6.22 Weigh animals on a balance scale
- 6.23 Weigh animals on an infant scale
- 6.24 Weigh large animals using a weight measurement tape
- 6.25 Weigh animals on a portable scale
- 6.26 Record weight
- 6.27 Prepare animal for bathing and dipping
- 6.28 Bathe animal using prescribed shampoo or medication
- 6.29 Identify and implement appropriate drying technique
- 6.30 Follow safety precautions when using dips
- 6.31 Apply dips as directed
- 6.32 Recognized side effects of insecticide reaction
- 6.33 Measure and record vital signs as directed

7. Clinic Procedures

- 7.1 Maintain and clean equipment and instruments
- 7.2 Collect a fecal specimen
- 7.3 Collect a voided urine specimen
- 7.4 Label and store all types of specimen containers
- 7.5 Bag and label animal according to instructions
- 7.6 Store bagged animals appropriately
- 7.7 Identify general guidelines for drawing blood from animals
- 7.8 Identify venipuncture sites from which to draw blood from cats, dogs, guinea pigs, rats, mice, rabbits, horses, and cows
- 7.9 Perform a venipuncture on a small and large animal
- 7.10 Handle blood specimens from animals correctly in order to avoid inaccurate test results